The Maryland Consumer Guide to Long Term Care includes quality measures and experience of care reports that show how well Maryland Home Health Agencies give care to patients.

The first, called "Quality Measures", shows five categories of skilled home health care most commonly used by patients.

The measure category with an example for each category follows:

Managing Daily Activities – an example is "how often patients got better at walking or moving around".

Managing Pain and Treatment Symptoms – "how often the home health team checked patients for pain"

Treating Wounds and Preventing Pressure Sores - "how often patients' wounds improved or healed after an operation"

Preventing Harm - "how often the home health team determined whether patients received flu shot for the current flu season".

Preventing Unplanned Hospital Care - "how often home health patients had to be admitted to the hospital"

The Centers for Medicare and Medicaid (CMS) requires Medicare certified Home Health Agencies (HHAs) to collect and report on many aspects of care in the **Outcome and Assessment Information Set (OASIS).** The OASIS data are used to calculate the Home Health Quality Measures that are shown in the Consumer Guide. To find the quality measures for a specific Maryland home health agency go to services search http://mhcc.maryland.gov/consumerinfo/longtermcare/SearchPage.aspx; select home health in step 1, the county in step 2, and  "search". A list of home health agencies serving the county will appear; select an agency by clicking on the name. The "quality measures" tab will show the current scores for each measure for the selected agency.

The patient satisfaction or experience of care report shows how patients and families rated the care received from Maryland home health agencies. The Home Health Consumer Assessment of Healthcare Providers and Systems (HHCAHPS®) survey is used. HHCAHPS® is a national survey required by the Centers for Medicare and Medicaid (CMS) for all Medicare certified Home Health Agencies

HHACHAPS reports two overall measures:

Overall Rating of Care – the percent of patients who gave a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).

Likelihood to Recommend – the percent of patients reporting YES, they would definitely recommend the HHA to friends and family.

HHCAHPS also reports three composite (a composite is a summary score given to several questions that measure the same concept). The composites are:

How often the home health team gave care in a professional way (four questions make up this composite)

How well home health team communicated with patients and family (six questions make up this composite)

How often specific care discussed medications, pain, and home safety (seven questions make up this composite)

All Medicare-certified home health agencies who serve 60 or more patients during a year must participate in HHCAHPS®.

HHCAHPS® Survey results are based on adult (except for maternity) patients who received home health care in the most recent 12 months. Results for a specific agency are not posted until four quarters of HHCAHPS® results are available.

To find the patient satisfaction results for a specific Maryland home health agency go to services search http://mhcc.maryland.gov/consumerinfo/longtermcare/SearchPage.aspx; select home health in step 1, the county in step 2, and "search". A list of home health agencies serving the county will appear; select an agency by clicking on the name. The "patient satisfaction" tab will show the current scores for each measure for the selected agency.